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ARIZONA AMERICAN WATER
15626 N. DEL WEBB BLVD., SUN CITY, AZ 85338
Attn: Customer Services

08-18-04

Customer Philip Jansen, 14115 W. Gunsight Dr.
Acct. No.23-0062345-7, Premise No. 23-0035237

Gentlemen;

I would appreciate your help in trying to understand the waste water charges on the monthly water bill. Are these charges applied to re-coup the capital costs of providing the waste water treatment facility initially or are they applied to cover the operating costs of the waste water treatment plant? I have tried unsuccessfully for quite some time now to get an answer to that question. I consider this charge basis important, quite simply because the recent increase has caused this charge to be 61 to 65% of my total bill and I need to know why so I can justify it! Perhaps your people might ask the same question if they were affected by it.

Let's take these alternatives one at a time and trust there are no other gremlins out there. If it is based on original capital costs then I take exception to a flat charge that does not factor in the size of the individual properties.

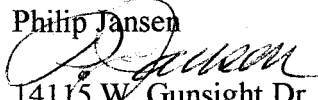
If it is based on the total water use at each property then I take serious exception to a flat charge that does not factor in the total water use at each property.

Let's say it covers the operating costs then I suggest that it is not only unreasonable but also quite unfair to charge each user the same flat fee with apparently no thought being given to the following factors. Number of people living there, size of the property, difference in total seasonal water usage, irrigation water usage, and carelessly wasted water.

Please put the cards on the table and tell your customers just what we are being charged for and why you seem to think the flat rate is equitable. In other words, where is the CUSTOMER ORIENTATION in the present system?

Sincerely,

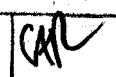
Philip Jansen


14115 W. Gunsight Dr.
Sun City West, AZ 85375

cc: Mike Gleason, Commissioner
Arizona Corporation Commission

Arizona Corporation Commission
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